ABSTRACT

A method and apparatus for segmenting an audio interaction, by locating anchor segment fro each side of the interaction, iteratively classifying additional segments into one of the two sides, and scoring the resulting segmentation, If the score result is below a threshold, the process is repeated until the segmentation score is satisfactory or until a stopping criterion is met. The anchoring and the scoring steps comprise using additional data associated with the interaction, a speaker thereof, internal or external information related to the interaction or to a speaker thereof or the like.